20040409660T

FIGURE 1

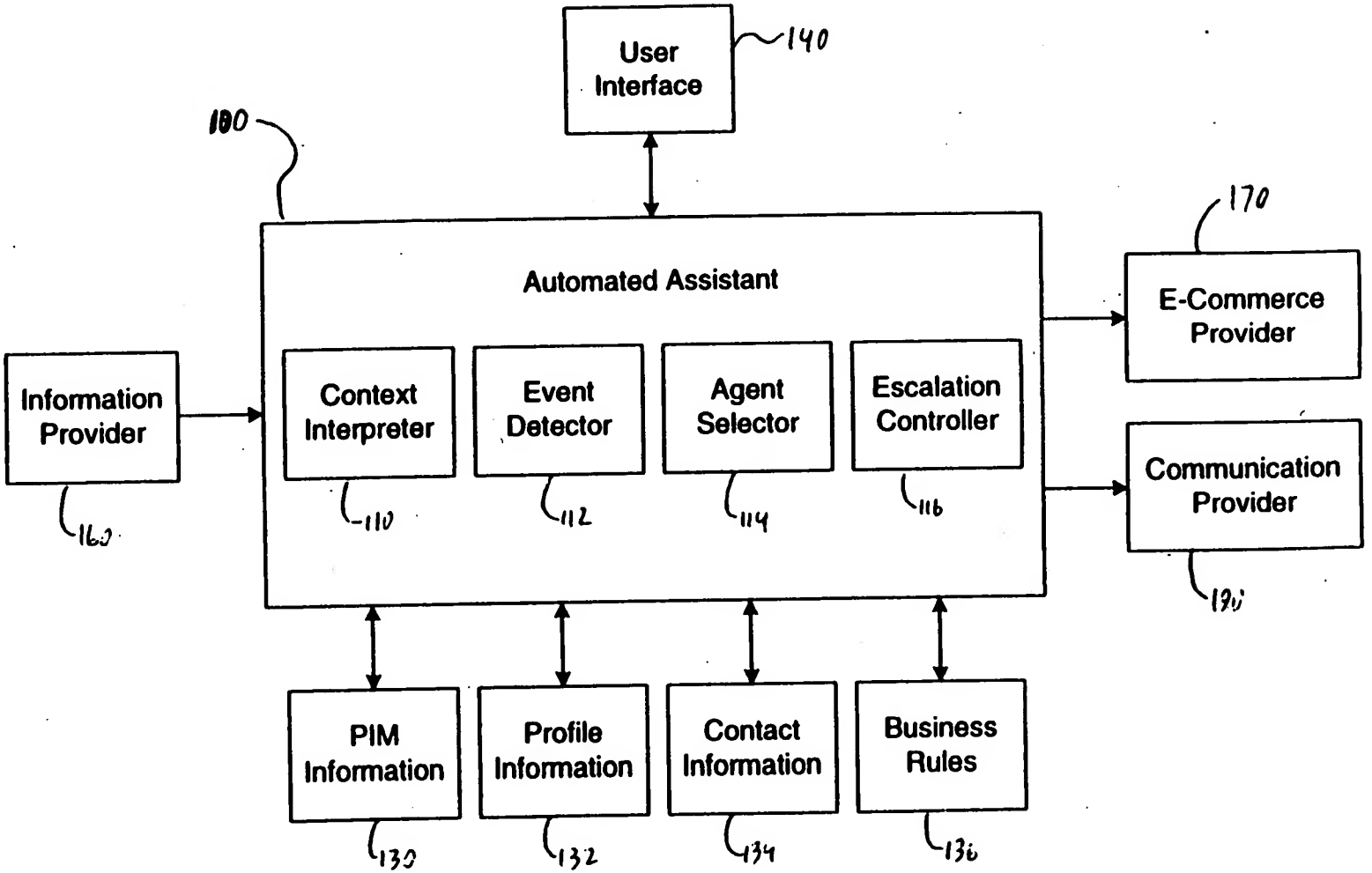


FIGURE 2

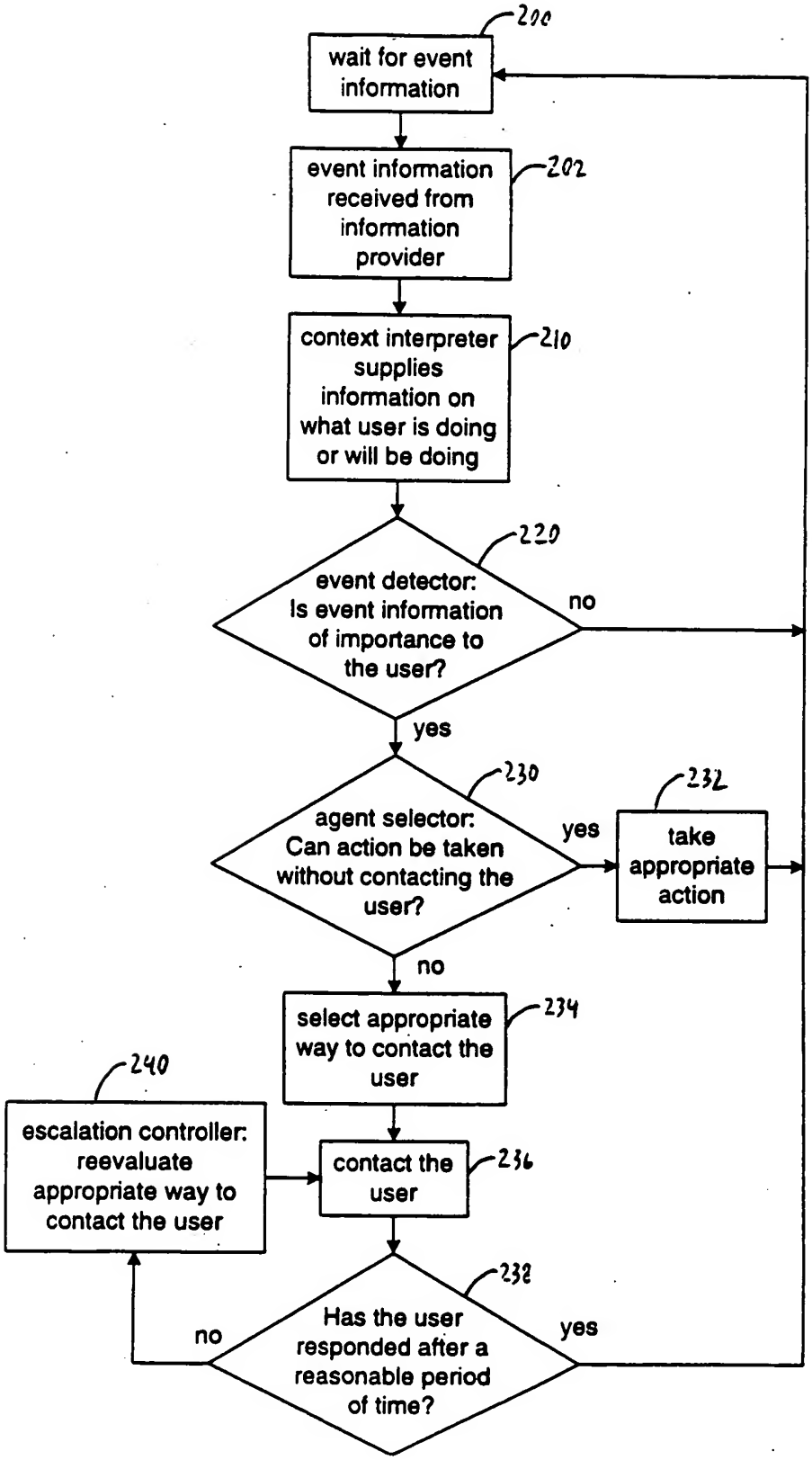

200
wait for event information
202
event information received from information provider
210
context interpreter supplies information on what user is doing or will be doing
220
event detector: Is event information of importance to the user?
no
yes
230
agent selector: Can action be taken without contacting the user?
yes
232
take appropriate action
no
234
select appropriate way to contact the user
240
escalation controller: reevaluate appropriate way to contact the user
236
contact the user
238
Has the user responded after a reasonable period of time?
no
yes

FIGURE 3

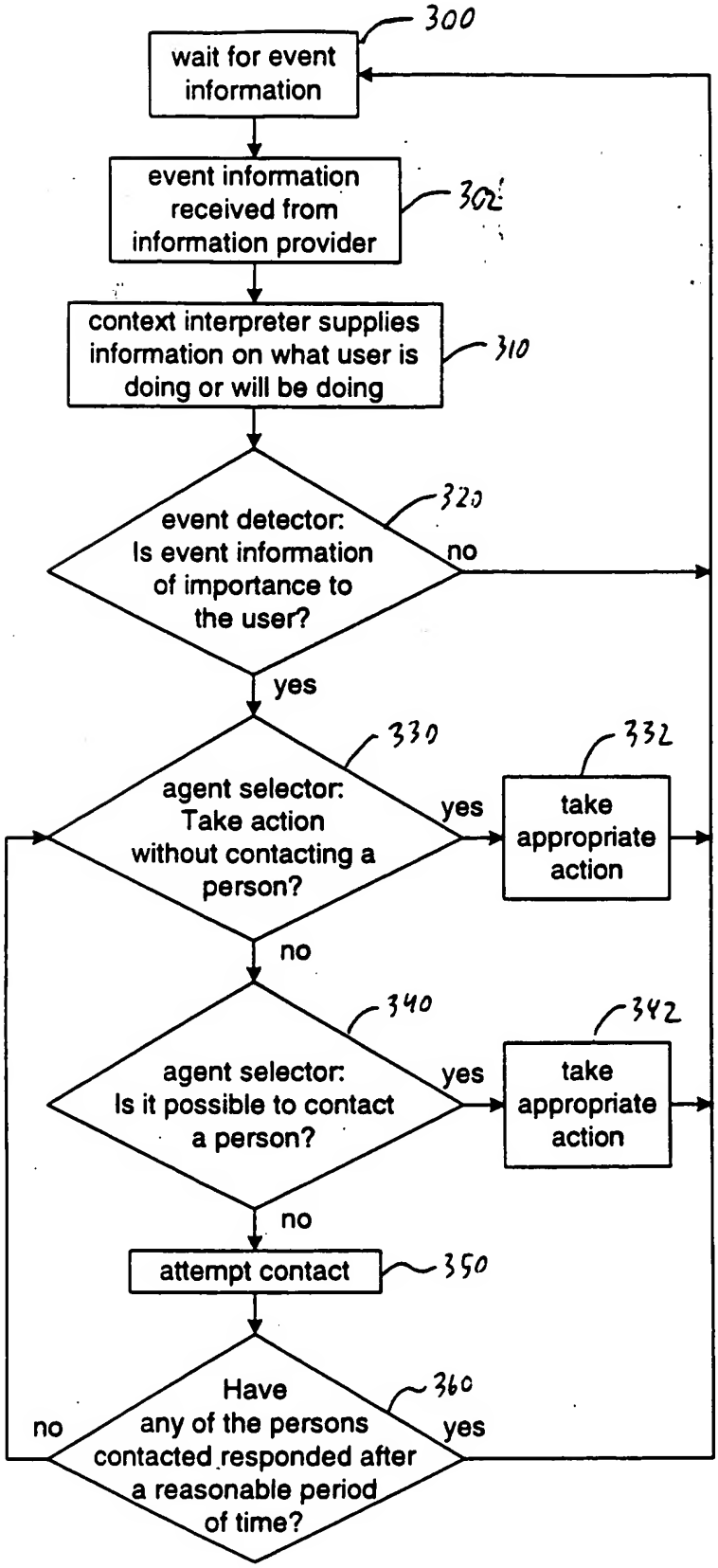
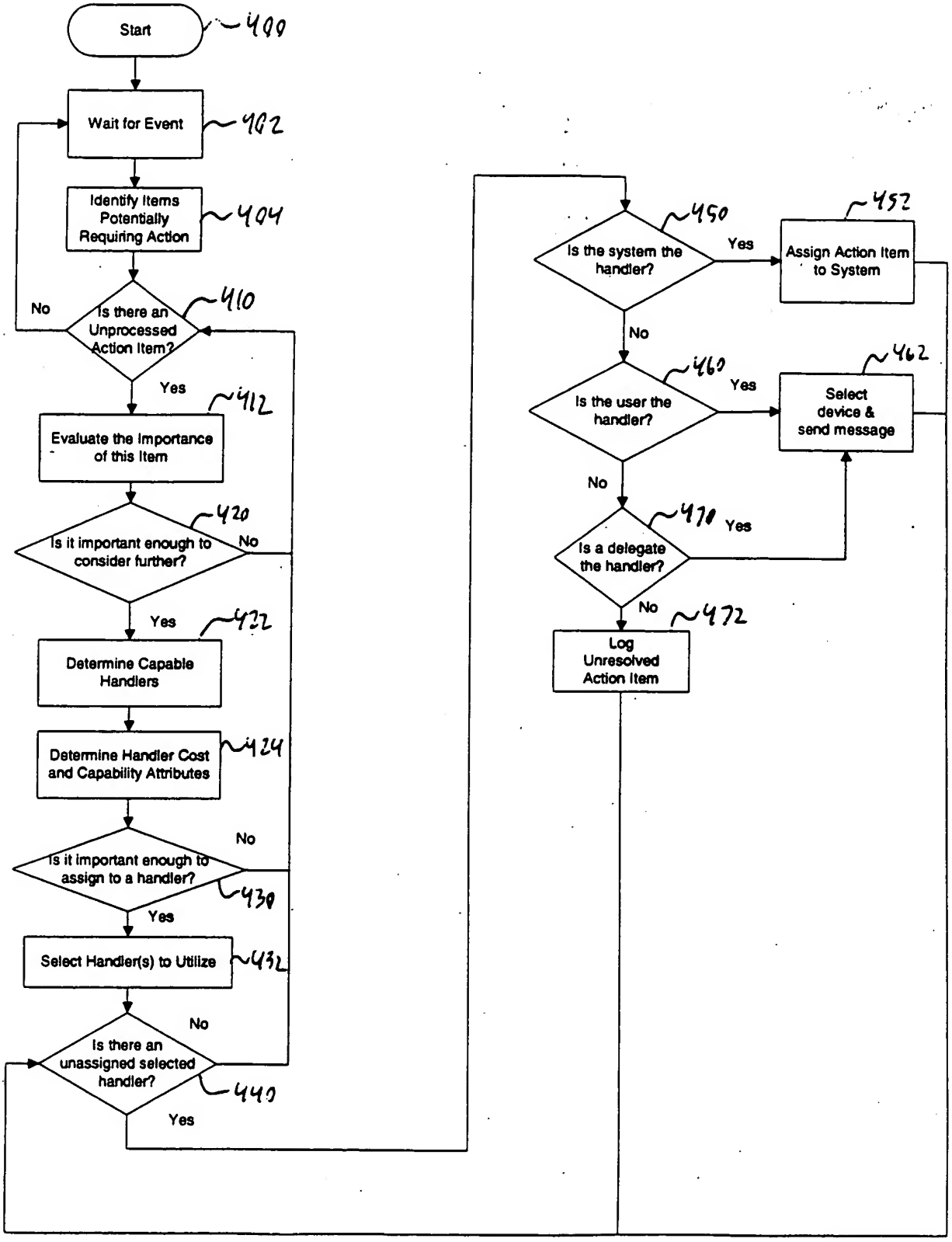

300
wait for event information
event information received from information provider
302
context interpreter supplies information on what user is doing or will be doing
310
event detector: Is event information of importance to the user?
320
no
yes
agent selector: Take action without contacting a person?
330
yes
take appropriate action
332
no
agent selector: Is it possible to contact a person?
340
yes
take appropriate action
342
no
attempt contact
350
Have any of the persons contacted responded after a reasonable period of time?
360
no
yes

FIGURE 4


Start
400
Wait for Event
402
Identify Items Potentially Requiring Action
404
Is there an Unprocessed Action Item?
410
No
Yes
Evaluate the Importance of this Item
412
Is it important enough to consider further?
420
No
Yes
Determine Capable Handlers
422
Determine Handler Cost and Capability Attributes
424
Is it important enough to assign to a handler?
430
No
Yes
Select Handler(s) to Utilize
432
Is there an unassigned selected handler?
440
No
Yes
Is the system the handler?
450
Yes
Assign Action Item to System
452
No
Is the user the handler?
460
Yes
Select device & send message
462
No
Is a delegate the handler?
470
Yes
No
Log Unresolved Action Item
472